

POLICE COMMUNICATIONS OFFICER I

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This is entry level communications work in monitoring and operating the police radio system and related emergency communication equipment. Employees of this class have the responsibility of maintaining the location of officers on patrol or at the scene of offenses, dispatching and assigning priorities to calls for service in accordance with established policies and procedures, and providing information to duty officers. Employees of this class maintain records of administrative and service calls, operate computer terminals in obtaining information regarding offenders and vehicles as requested by officers, and prepare records and reports of service calls and complaints. Following initial training, these employees are expected to work with some independence in most aspects of their work, although a higher ranking officer or supervisor is available to provide guidance or instruction in unusual situations.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Monitors police radio traffic and calls for emergency services; keeps track of the location of officers on duty; receives reports of complaints and requests for service; applies established priorities and procedures in dispatching officers to calls for service; assigns backup units; notifies supervisory and special unit personnel of calls for service in accordance with established procedures; and arranges for satisfaction of calls for additional assistance. Maintains records of service and complaint calls, classifying calls for service according to established codes; operates computer terminal in requesting or reporting information regarding offenders and vehicles and in entering data; and communicates by teletype with other law enforcement agencies.

Monitors direct lines, bank and other alarm signal boards; maintains files to facilitate speedy responses by assigned officers; and assists complaint clerks in receiving incoming complaint and service request calls.

Performs any related duties as assigned.

NECESSARY KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of the street system and geography of the city and adjacent areas.

Some knowledge of the principles involved in the operation of radio, telephone, and related emergency communication equipment.

Skill in the operation of communications equipment and alpha-numeric computer terminals.

Ability to operate radio and telephone equipment quickly and accurately under heavy load conditions.

Ability to speak clearly and concisely in a well-modulated voice and to use good diction.

Ability to think and act quickly, calmly, and with accuracy in emergency situations.

Ability to maintain required records and reports.

Ability to establish and maintain effective work relationships with the public and with other employees.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements must be met before admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must present High School/ Vocational/ Technical or College certificates verifying satisfactory completion of at least two (2) computer / word processing classes.

Must have had no felony convictions.

Must present a certificate verifying the ability to type 30 words per minute (net).

After offer of either employment or promotion to a position must meet and maintain any medical and physical fitness standards designed to demonstrate good health and the physical ability to perform the essential duties of the position, with or without accommodation, as determined by a qualified medical physician and administered by the Appointing Authority.

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